

Amendments to the Claims:

In the interest of brevity, the listing of claims does not repeat the original text of claims 1-10, 12, 14-16, and 18-24.

For clarity, in currently amended claim 13, the listing of claims uses [[]] rather than strikethrough to indicate deletion.

Listing of Claims:**Claims 1-10 (original)**

Claim 11 (currently amended): The method of claim 1[[10]] wherein said electronic communications further comprise video data.

Claim 12 (original)

Claims 13 (currently amended): The method of claim 12 wherein said transferred data files further comprise mixed-media [[mixed media]] data.

Claims 14-16 (original)

Claim 17 (currently amended): A system for managing electronic communications, comprising:

means for recording a direction of a first electronic communication between a first entity user and a second entity user;

means for determining a duration required for said second entity to process said first electronic communication;

a database for storing said electronic communication, said direction, said duration, and identities of said first and said second entities users, said database storing at least one other data record of a second electronic communication;

means for establishing a standard duration from said first and said second communications; and,

means for comparing subsequent electronic communications to said standard duration,

whereby productivity of communicating entities may be determined through electronic communications.

Claims 18-24 (original)

As explained below in the **Remarks/Arguments**, applicant respectfully requests the Examiner to retain claims 1-10, 12, 14-16, and 18-24 as previously submitted with the original patent filing of September 6, 2000.